

Georgia Department of Human Services
Division of Child Support Services

Avenues for Service During the Pandemic

John Hurst

Interim Assistant Deputy Commissioner

A photograph of a woman with long brown hair and a young child with curly brown hair, both laughing heartily. The woman is wearing a blue and white striped shirt, and the child is wearing a teal shirt. They are sitting on a light-colored couch, and a red and black striped pillow is visible on the right. The text "stronger families" is written in a teal, cursive font across the top of the image.

stronger families

FOR A STRONGER GEORGIA



Program Data

DCSS is responsible for the statewide administration of the child support enforcement program under the provisions of Title IV-D of the Social Security Act (42 U.S.C. 651 - 669).

Program Legislative Authority

State Authority / Reference

Official Code of Georgia, Annotated, Titles 9 and 19 and Departmental Rules, DHS Rules at 290-7-1

Federal Authority / Reference

Code of Federal Regulations, Title 45, Parts 300-399

Budget

Total budget SFY 2021

\$100,847,418

% State funds

26% = \$26,258,473

% Federal funds

71% = \$71,351,685

% Other Funds

3% = \$3,237,260

Program Information

Performance indicators

Performance Measures (based on federal fiscal year):

- Paternity establishment
- Order establishment
- Current support paid
- Arrears paid
- Undistributed collections
- Locate
- Collections
- Cost Effectiveness

Total offices

58 local offices excluding state, region and specialty/hub offices

Total number of positions

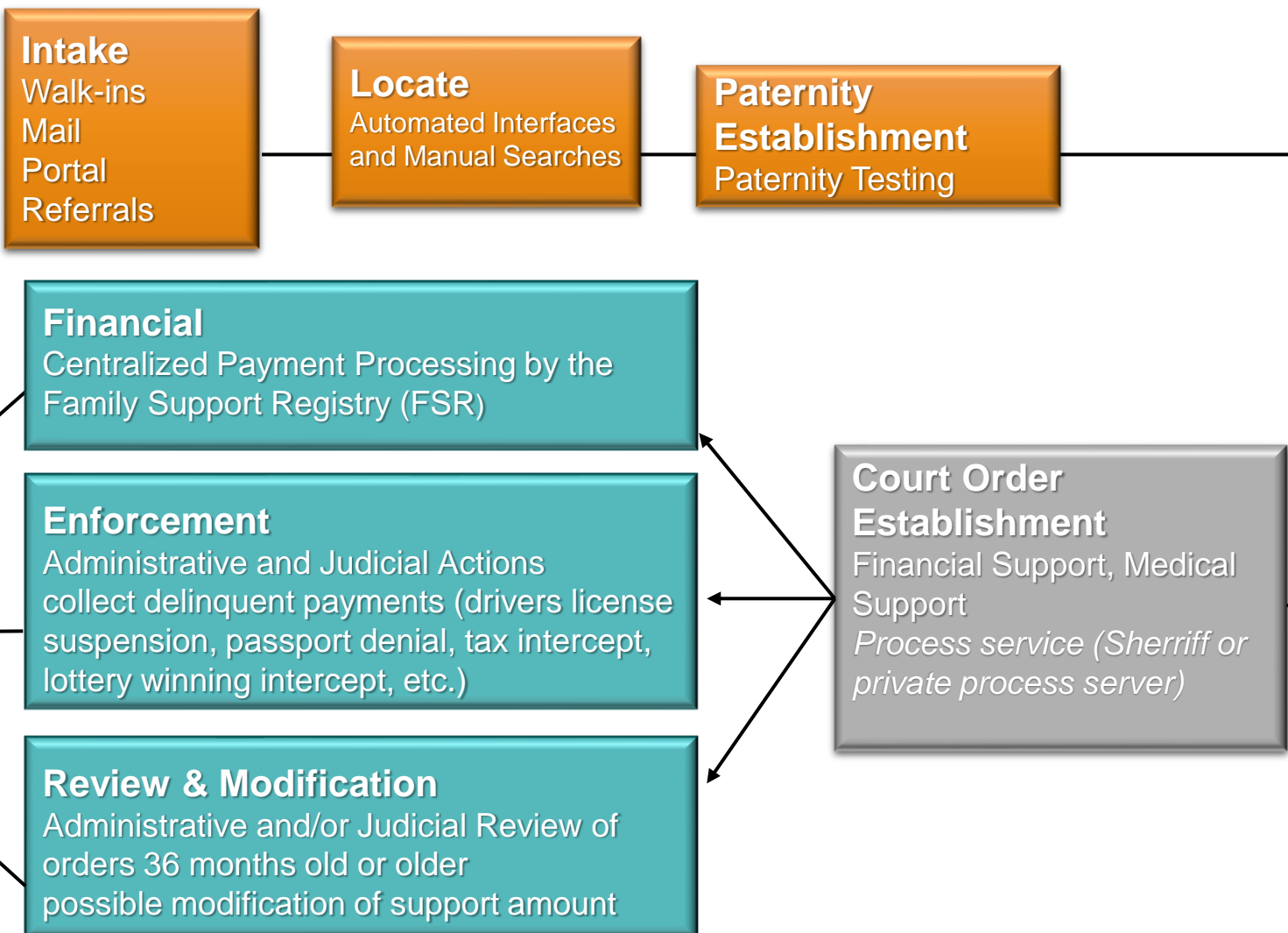
1,160

Total caseload for FFY 2020

356,887



Child Support Services



Outreach Programs

DCSS has partnered with other government and community agencies to develop a comprehensive network of services – Fatherhood and Parental Accountability Court programs.



Self-Service Options

The Division of Child Support Services has several self-service options available that allows you to access case information easily and quickly. Use any one of the options below to make managing your case a breeze.

Mobile App

The DCSS mobile app is a great way to get information on your case or make child support payments with your credit card or bank account.

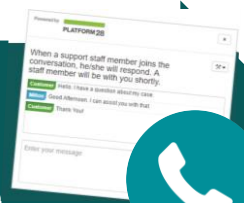


Customer Online Portal

The Customer Portal is an interactive website that empowers you to get information about your case. The Portal gives you convenient access to your case 24 hours a day.

Communications Center

Call us on our automated phone system or chat with someone live to get access to your case. You can get information about your payments, balances, court information, license suspensions and more.

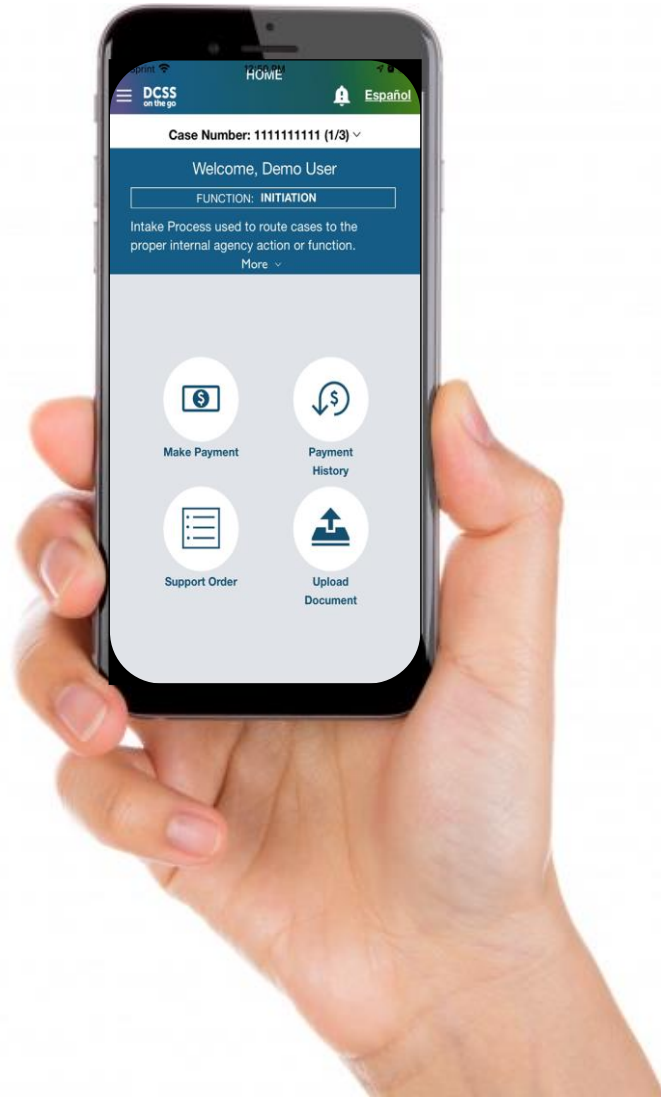


MoneyGram

Don't have a bank account? No problem! Pay by cash at any MoneyGram location. All you need is your case number, the cash and the receive code (14655).



Mobile App Home Screen



Make a Payment

- Links to FSR mobile-friendly website



Payment History

- View 12-month payment history



Upload Document

- Upload and review documents



Support Order

- View the court ordered current support and arrears amount



Additional Mobile App Features

Case Info

- Important actions on cases including bulletins posted by case agents

Request an Appointment

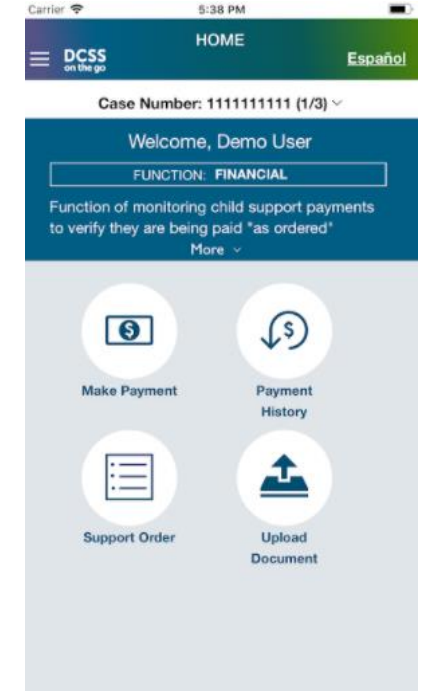
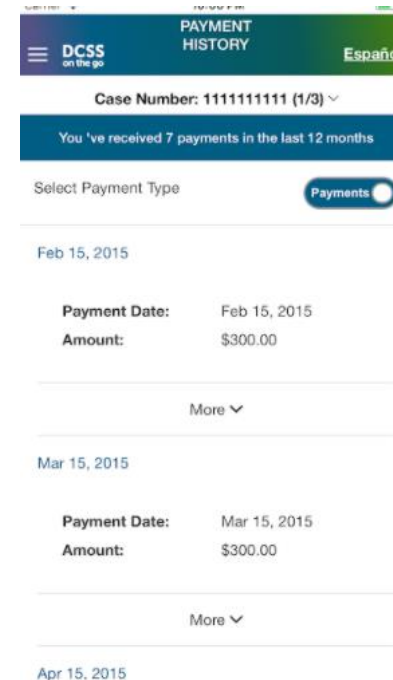
- Select preferred method of communication and date/time

Scheduled Appointments

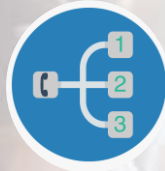
- View upcoming appointments and click on the location to view directions. View previous appointments up to 60 days

Driver's License

- Submit license deferral forms to release their license or prevent license suspension



Communication Center



Obtain Payment Information Through the IVR

Call 844-694-2347 > Choose Option 1 for Child Support > Option 1 for Automated Case Information > Option 1 for Payment Information



Speak to an Agent

Call 844-694-2347 > Choose Option 1 for Child Support > Option 2 to Speak to an Agent



Request an Appointment

Call 844-694-2347 > Choose Option 1 for Child Support > Option 2 to Speak to an Agent > Request an Appointment



Use Online Chat Feature

Log into the DCSS Mobile App or DCSS Online Portal > Click the Chat With Us link



How to make a payment?



Online

- **DCSS Customer Online Portal**
 - childsupport.ga.gov
- **DCSS Payment System**
 - ga.smartchildsupport.com

Family Support Registry

- Cashier's check, money orders, personal or business checks are accepted by mail

DIRECT PAYORS

Family Support Registry
PO Box 1600
Carrollton, GA 30112-1600

OUT OF STATE

Family Support Registry
PO Box 1700
Carrollton, GA 30112-1700

EMPLOYER

Family Support Registry
PO Box 1800
Carrollton, GA 30112-1800

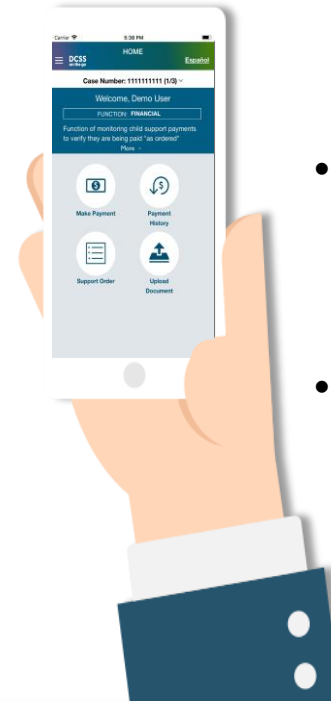
FIDM/BANK LIENS

Family Support Registry
PO Box 2428
Carrollton, GA 30112-2428



Mobile App

- Make payments fast and easy with the DCSS Mobile App using
 - Credit card
 - Bank account
- Customers can download the app
 - Apple Store
 - Google Play Store



More Ways to Pay

Electronic Funds Transfer (EFT)

- Electronic transfer of money from one bank account to another
- Employers can set up EFT payments
 - Ga.SmartChildSupport.com
- EFT is generally used by larger employers and payroll services



Kiosk

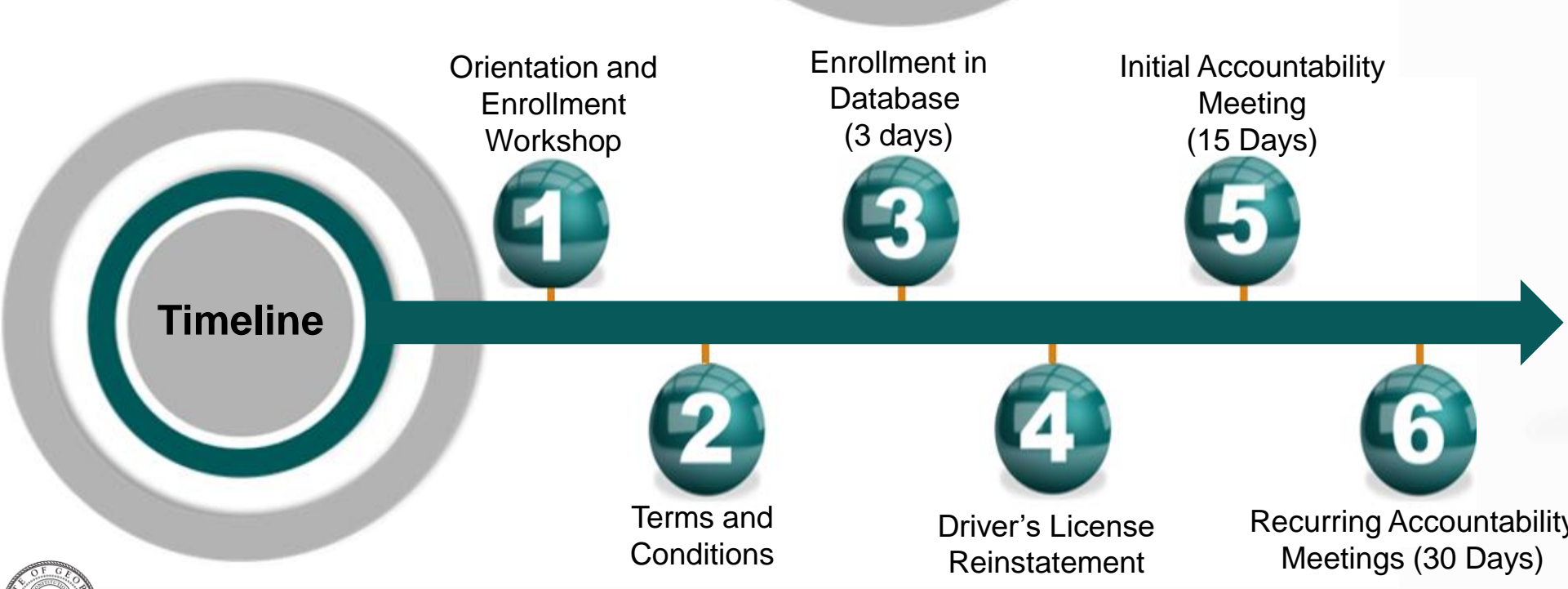
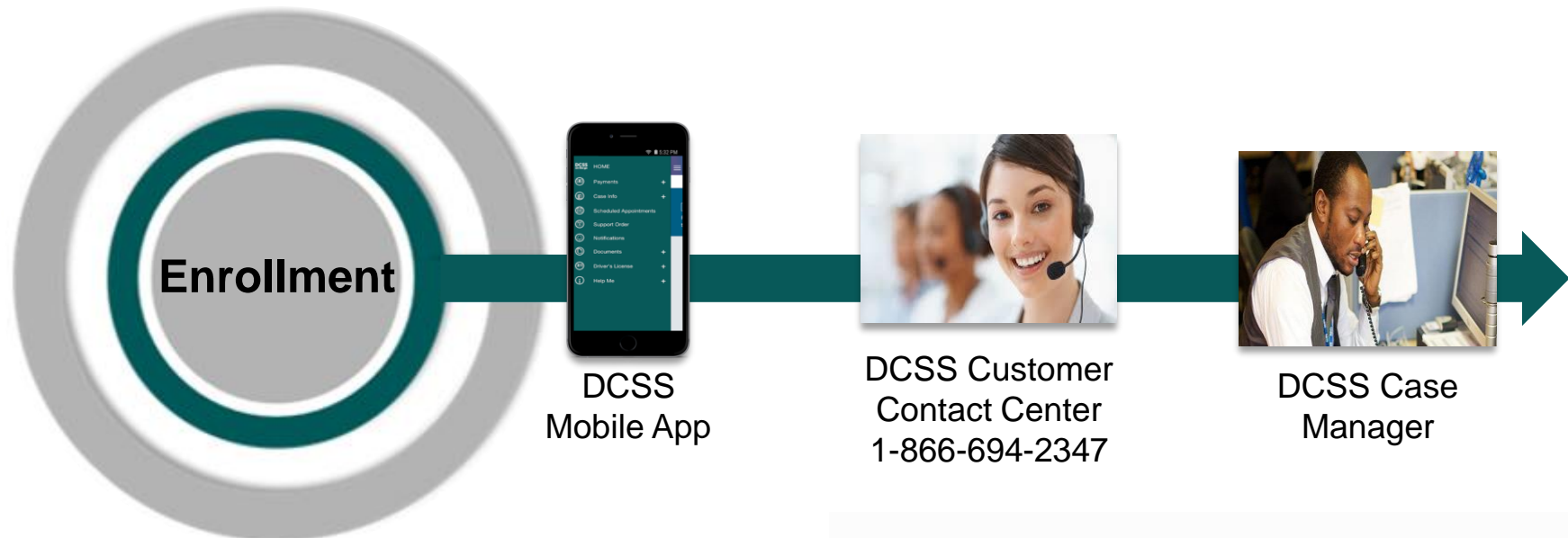
- TouchPay kiosks accept cash, debit and credit cards
 - Fees
 - Cash
 - \$0.00 - \$3,000.00 = \$3.00 per \$100.00 increment
 - Credit/Debit
 - \$0.00 - \$50.00 = \$3.00
 - \$50.01 - \$100.00 = \$4.00
 - \$100.00 - \$2,300.00 = \$4.00 + \$0.40 per every \$10.00 increment



MoneyGram

- Pay by cash at any MoneyGram location
- Case number and GA DCSS MoneyGram Receive Code
 - 14655





Criteria for PAC

- Delinquent on child support payments (3-6 months or more)
- At risk for incarceration due to non-payment
- Payments only received when:
 - Driver's license suspended/pending suspension
 - Contempt action is filed
- Fatherhood graduate but still not making regular payments
- In contempt multiple times and never been served or made payments
- Chronically unemployed

PAC Graduation

Successful
completion of
program
requirements

- 6 months with full payments

Increased
self
sufficiency

More
informed on
child support
process

Increased
work ethic

Increased
child support
payments
for children

12 month
follow-up



*Thank
You*

Questions



John Hurst

Interim Assistant Deputy Commissioner
Department of Human Services
Division of Child Support Services
John.Hurst@dhs.ga.gov

